

Revised 8/26/02

**Performance Work Statement  
Labor Services  
USDA, Animal & Plant Health Inspection Service (APHIS)  
Employee Services Division  
Ft. Collins Customer Support Services**

**C.1 Introduction**

APHIS' Western Hub is located at 2150 Centre Avenue, Building B, Ft. Collins, CO 80526, on the campus of Colorado State University. APHIS is the sole tenant of Building B, which houses approximately 350 employees of USDA, APHIS. APHIS is the sole tenant of Building B. The Employee Services Division, Ft. Collins Customer Support Services (FCCSS) program, is one of numerous programs housed in the building, and provides a wide variety of services for all employees located in Building B including: facility management; space management; safety and security administration; conference management; mail, shipping, and receiving; and, copier management and maintenance. The Employee Services Division requires the services of a full-time contract laborer to perform a variety of routine labor services.

**C-1.1. Scope of Work**

- C-1.1.1 The contractor shall furnish the necessary management, experience, and personnel for the services necessary to perform the work as described in this Performance Work Statement (PWS).
- C-1.1.2 Work required consists primarily of general laborer services. All duties will be performed at 2150 Centre Avenue, Building B, Ft. Collins, CO 80526.
- C-1.1.3 The contractor must assign one full-time key person for the services required in the PWS, in order to provide for continuity of operations and to enhance communication. Exceptions are made in cases of illness, personal or family emergencies, or for personal leave/vacation time of the key person.
- C-1.1.4 The laborer provided under this Work Statement must be able to read, write, speak, and understand English.
- C-1.1.5 Services are required between 7:30 a.m. and 4:00 p.m. Monday through Friday with the exception of U.S. Federal Holiday observances.

**C-1.2. Work Requirements**

There are a wide variety of miscellaneous tasks that require mainly physical abilities and effort; minimal specialized skills are involved. The following list is representative of the type of task the incumbent may be asked to perform:

- C-1.2.1      Sets up and breaks down tables, chairs, equipment, etc. needed for conference and training room events per written or verbal instructions.
- C-1.2.2      Assists in loading or unloading trucks and moving supplies and materials to proper location using dollies, hand trucks, and other conveyances.
- C-1.2.3      Moves and arranges heavy pieces of office furniture, equipment, and appliances; moves boxes or furniture when needed for internal office moves.
- C-1.2.4      Sets up tables, chairs, platforms, tents etc. for special events.
- C-1.2.5      Stocks supplies and paper needed in General Service Rooms.
- C-1.2.6      Assembles office furnishings, hangs artwork, and assists with other miscellaneous requests.
- C-1.2.7      Makes minor reconfigurations to office furnishings as requested.
- C-1.2.8      Uses agency e-mail system for everyday correspondence needs (instruction on APHIS system to be provided).
- C-1.2.9      Provides for minor facility maintenance such as light bulb changing, clean-up in conference rooms and training rooms, etc.
- C-1.2.10     Completes daily or weekly recurring assignments without reminders to do so.
- C-1.2.11     Presents a professional demeanor, appearance, and manner; excessive tardiness, absenteeism, and/or an excess of personal phone calls not related to the health and well being of self, dependents, spouse, etc. equates to performance of duties in an unprofessional manner.

**C-1.3. Performance Requirements Summary**

- C-1.3.1      Performance is monitored throughout the effective period of this Performance Work Statement using the following criteria.
- C-1.3.2      Upon completion of the “grace” or “orientation” period stipulated in Section C-1.9., Government-Furnished Services, the government will invoke the deduction formula when the performance requirement(s) are not met.

Performance Objective	Performance Standard	Method of Performance Assessment
1. Laborer assignments are completed with a minimum of instruction	Receives no more than 1 valid complaint during a calendar month	Review complaint log and customer Feedback
2. Laborer arrives on time and is prepared for work	Work requirements are met 95 % of the time	Review work log

3. Laborer presents good demeanor, appearance, and courteous manner		Receives no more than 1 valid complaint during a calendar month	Review complaint log and customer Feedback
4. Laborer uses initiative in resolving problems		Work assignment due dates are met 95% of the time	Review work log
Performance Objective #	Action	Deduction	Incentive
1	In any calendar month, instructions must be repeated, or reminders given to complete or adhere to work requirements, including recurring assignments, 2 times or more. Contractor is formally notified after 1st occurrence	1 ½% of monthly salary will be deducted	In any calendar month, instructions do not have to be repeated and no reminders to complete work requirements are issued.  a bonus of 1 ½% of monthly salary will be awarded
2	In any calendar month, there are 2 or more unexcused early departures, unexcused absences, or unexcused late arrivals. Contractor is formally notified after 1 <sup>st</sup> occurrence.	1 ½ % of monthly salary will be deducted for each occurrence after the Contractor is formally notified	In any calendar month there are no unexcused early departures, absences, or late arrivals  a bonus of 1 ½% of monthly salary will be awarded
3	Receives 2 or more valid complaints during a calendar month. Contractor is formally notified after 1 <sup>st</sup> occurrence.	1 ½% of monthly salary will be deducted	In any calendar month there are no complaints, and 1 or more formal compliments are provided to senior staff members.  a bonus of 1 ½% of monthly salary will be awarded
4	Point of Contact must intercede 2 or more times in a calendar month to bring successful resolution to a standard request for labor services. Contractor is formally notified after 1 <sup>st</sup> occurrence.	1 ½% of monthly salary will be deducted	In any calendar month, senior staff members receive 1 or more formal compliments when laborer provides superior service after encountering an unusual situation  a bonus of 1 ½% of monthly salary will be awarded

#### C.1.4. Quality Assurance Plan

According to the Inspection of Services clause, the government will evaluate the contractor's performance under this contract. Non-performance or substandard task performance will be documented if and when it occurs. The Technical Point of Contact (TPOC) will follow the methods of surveillance specified in the Performance Requirements Summary (PRS). "Valid" complaints are issued via written memo or e-mail to Coordinator, FCCSS, and deemed "valid" by the Coordinator. "Formal" compliments are issued to the Coordinator, FCCSS via written memo or e-mail. The Coordinator, FCCSS, may also assess valid complaints or formal compliments as the work situation dictates.

#### C.1.5. Quality Control Plan

The Government will monitor quality control of this contract. The Contractor shall submit a QC Plan before the contract start date. The plan shall include methods to be used for identifying and preventing defects in the quality of service performed and records to be kept to document corrective or preventive actions taken. The contractor shall make appropriate modifications and obtain acceptance of the plan by the contracting officer before the contract start date.

#### **C.1.6. Deduction/Incentives**

A deduction or incentive from the monthly Contractor invoice will be made for unsatisfactory or exemplary performance. The TPOC will follow the method of deduct and incentive listed under the PRS, Deduct and Incentive Tables.

#### **C.1.8. Government-Furnished Equipment**

- C.1.8.1      Equipment required to complete successfully all job responsibilities and assignments will be provided by APHIS. Equipment includes, but is not limited to: dollies, hand trucks, handheld pull carts, basic hand tools, etc. Contract employees will be furnished telephone services for local use as needed for the performance of this work statement. The contractor shall not use these services for personal reasons. Access to the local area network to be used to accomplish the services required by the work statement will also be provided.
- C.1.8.2      Reasonable care shall be taken to limit damages to government-owned furniture and equipment; any damages that occur as the result of negligence shall be repaired at the contractor's expense.

#### **C.1.9. Government-Furnished Services**

APHIS shall provide a 10-day "grace period" or "orientation period" during which time the key person will be provided the opportunity to learn recurring labor assignments.

#### **C.1.10.Security**

- C.1.10.1      The contract employee shall wear a USDA issued contractor badge in plain sight at all times while working in and around NRRC, Building B, and will display the badge to security guard personnel when entering the building.
- C.1.10.2      T contract employee is responsible for safeguarding all government property provided for use. The contractor shall ensure that all card keys/keys issued are not lost or misplaced and are not used by unauthorized persons.

#### **C.1.11.Period of Performance**

Beginning 10/01/02 with the option to renew for successive years through 9/30/07.